Enterprise Incident Report May 2012

As of 6/4/2012

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Environmental Quality	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 1	0 0	1 1
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	2 2	0 0	2 2
		James Stearns	0 0	2 2	0 0	2 2
		Julie VanBeekum	0 0	1 1	0 0	1 1

Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Help Desk	Vicky Marrelli	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	11 10	0 0	11 10
	Metro B Desktop Support	Anthony Booyse	0 0	5 0	0 0	5 0
		Bill Crowther	0 0	40 6	0 0	40 6
		Jay Locker	0 0	4 0	1 0	5 0
		Ken Bolkcom	0 0	4 0	0 0	4 0
		Michael Barth	0 0	5 0	0 0	5 0
		Peter Musser	1 1	9 3	0 0	10 4
		Stephanie Young	0 0	9 0	0 0	9 0
		Tyler Pearce	0 0	3 0	0 0	3 0
		Assigned to Individual Total	1 1	79 9	1 0	81 10
	Metro B Help Desk	Gary Graham	0 0	13 10	0 0	13 10
		Janet Hongsyvilay	0 0	14 12	0 0	14 12
		Val Shepherd	0 0	9 5	0 0	9 5

Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	0 0	36 27	0 0	36 27
	Metro B Hosting	Randy Spainhower	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Salt Lake Data Center Operations	Robert Oliver	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Jed Johnson	0 0	1 0	0 0	1 0
		Sharon Smith	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Strategic Communications	Dennis Rogers	0 0	3 0	0 0	3 0
		Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	7 4	0 0	7 4

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Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Voice/Data/WAN Services	Greg Blessing	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Assigned Group Total		1 1	154 51	1 0	156 52
Customer Company Total			1 1	154 51	1 0	156 52

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
Environmental Quality	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	1 0	0 0	1 0

Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Help Desk	Vicky Marrelli	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Metro B Desktop Support	Anthony Booyse	0 0	5 0	0 0	5 0
		Bill Crowther	0 0	40 0	0 0	40 0
		Jay Locker	0 0	4 1	1 0	5 1
		Ken Bolkcom	0 0	4 0	0 0	4 0
		Michael Barth	0 0	5 0	0 0	5 0
		Peter Musser	1 0	9 0	0 0	10 0
		Stephanie Young	0 0	9 0	0 0	9 0
		Tyler Pearce	0 0	3 0	0 0	3 0
		Assigned to Individual Total	1 0	79 1	1 0	81 1
	Metro B Help Desk	Gary Graham	0 0	13 0	0 0	13 0
		Janet Hongsyvilay	0 0	14 0	0 0	14 0
		Val Shepherd	0 0	9 0	0 0	9 0

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Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	0 0	36 0	0 0	36 0
	Metro B Hosting	Randy Spainhower	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Salt Lake Data Center Operations	Robert Oliver	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Jed Johnson	0 0	1 0	0 0	1 0
		Sharon Smith	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Strategic Communications	Dennis Rogers	0 0	3 0	0 0	3 0
		Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0

Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Voice/Data/WAN Services	Greg Blessing	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Assigned Group Total		1 0	154 2	1 0	156 2
Customer Company Total			1 0	154 2	1 0	156 2

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Environmental Quality	Application Services	Dustin Crump	0 0.00	2 0.29	0 0.00	2 0.29
		Martin Gonzalez	0 0.00	1 2.10	0 0.00	1 2.10
		Paul Lundell	0 0.00	2 0.04	0 0.00	2 0.04
		Assigned to Individual Total	0 0.00	5 0.55	0 0.00	5 0.55
	Campus Networking	Charmaine Malan	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Help Desk	Brenda Treadway	0 0.00	1 0.00	0 0.00	1 0.00
		Dawn Wayment	0 0.00	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00

Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Help Desk	Vicky Marrelli	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	11 0.00	0 0.00	11 0.00
	Metro B Desktop Support	Anthony Booyse	0 0.00	5 0.09	0 0.00	5 0.09
		Bill Crowther	0 0.00	40 0.15	0 0.00	40 0.15
		Jay Locker	0 0.00	4 0.32	1 0.10	5 0.28
		Ken Bolkcom	0 0.00	4 0.24	0 0.00	4 0.24
		Michael Barth	0 0.00	5 0.18	0 0.00	5 0.18
		Peter Musser	1 0.29	9 0.29	0 0.00	10 0.29
		Stephanie Young	0 0.00	9 0.23	0 0.00	9 0.23
		Tyler Pearce	0 0.00	3 0.26	0 0.00	3 0.26
		Assigned to Individual Total	1 0.29	79 0.19	1 0.10	81 0.19
	Metro B Help Desk	Gary Graham	0 0.00	13 0.09	0 0.00	13 0.09
		Janet Hongsyvilay	0 0.00	14 0.01	0 0.00	14 0.01
		Val Shepherd	0 0.00	9 0.19	0 0.00	9 0.19

Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	0 0.00	36 0.08	0 0.00	36 0.08
	Metro B Hosting	Randy Spainhower	0 0.00	1 0.67	0 0.00	1 0.67
		Assigned to Individual Total	0 0.00	1 0.67	0 0.00	1 0.67
	Salt Lake Data Center Operations	Robert Oliver	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Jed Johnson	0 0.00	1 0.10	0 0.00	1 0.10
		Sharon Smith	0 0.00	3 0.24	0 0.00	3 0.24
		Assigned to Individual Total	0 0.00	4 0.21	0 0.00	4 0.21
	Strategic Communications	Dennis Rogers	0 0.00	3 0.37	0 0.00	3 0.37
		Luis Larios	0 0.00	3 0.28	0 0.00	3 0.28
		Assigned to Individual Total	0 0.00	6 0.33	0 0.00	6 0.33
	Voice Operations	Gail Christiansen	0 0.00	2 0.22	0 0.00	2 0.22
		Romanza Hamblin Sorensen	0 0.00	5 0.21	0 0.00	5 0.21
		Assigned to Individual Total	0 0.00	7 0.22	0 0.00	7 0.22

Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Voice/Data/WAN Services	Greg Blessing	0 0.00	3 0.12	0 0.00	3 0.12
		Assigned to Individual Total	0 0.00	3 0.12	0 0.00	3 0.12
	Assigned Group Total		1 0.29	154 0.17	1 0.10	156 0.17
Customer Company Total			1 0.29	154 0.17	1 0.10	156 0.17

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Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**MR Total**
Environmental Quality	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	1 0	0 0	1 0

Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Help Desk	Vicky Marrelli	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Metro B Desktop Support	Anthony Booyse	0 0	5 0	0 0	5 0
		Bill Crowther	0 0	40 0	0 0	40 0
		Jay Locker	0 0	4 1	1 0	5 1
		Ken Bolkcom	0 0	4 0	0 0	4 0
		Michael Barth	0 0	5 0	0 0	5 0
		Peter Musser	1 0	9 0	0 0	10 0
		Stephanie Young	0 0	9 0	0 0	9 0
		Tyler Pearce	0 0	3 0	0 0	3 0
		Assigned to Individual Total	1 0	79 1	1 0	81 1
	Metro B Help Desk	Gary Graham	0 0	13 0	0 0	13 0
		Janet Hongsyvilay	0 0	14 0	0 0	14 0
		Val Shepherd	0 0	9 0	0 0	9 0

Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Metro B Help Desk	**Assigned to Individual** **Total**	0 0	36 0	0 0	36 0
	Metro B Hosting	Randy Spainhower	0 0	1 0	0 0	1 0
		Assigned to Individual **Total**	0 0	1 0	0 0	1 0
	Salt Lake Data Center Operations	Robert Oliver	0 0	1 0	0 0	1 0
		Assigned to Individual **Total**	0 0	1 0	0 0	1 0
	Security	Jed Johnson	0 0	1 0	0 0	1 0
		Sharon Smith	0 0	3 1	0 0	3 1
		Assigned to Individual **Total**	0 0	4 1	0 0	4 1
	Strategic Communications	Dennis Rogers	0 0	3 2	0 0	3 2
		Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual **Total**	0 0	6 2	0 0	6 2
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	5 0	0 0	5 0
		Assigned to Individual **Total**	0 0	7 0	0 0	7 0

Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Voice/Data/WAN Services	Greg Blessing	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Assigned Group Total		1 0	154 4	1 0	156 4
Customer Company Total			1 0	154 4	1 0	156 4

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | | | Top Number - Total Incidents | | | |
| | | | Bottom Number - Average time in hours | | | |
Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTR Total
Environmental Quality	Application Services	Dustin Crump	0 0.00	2 0.62	0 0.00	2 0.62
		Martin Gonzalez	0 0.00	1 2.11	0 0.00	1 2.11
		Paul Lundell	0 0.00	2 0.52	0 0.00	2 0.52
		Assigned to Individual Total	0 0.00	5 0.88	0 0.00	5 0.88
	Campus Networking	Charmaine Malan	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Help Desk	Brenda Treadway	0 0.00	1	0 0.00	1
		Dawn Wayment	0 0.00	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00

Environmental Quality

			High	Low	Medium	ATTR Total
Environmental Quality	Help Desk	Vicky Marrelli	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	11 0.00	0 0.00	11 0.00
	Metro B Desktop Support	Anthony Booyse	0 0.00	5 2.07	0 0.00	5 2.07
		Bill Crowther	0 0.00	40 0.95	0 0.00	40 0.95
		Jay Locker	0 0.00	4 7.63	1 0.21	5 6.15
		Ken Bolkcom	0 0.00	4 2.30	0 0.00	4 2.30
		Michael Barth	0 0.00	5 1.90	0 0.00	5 1.90
		Peter Musser	1 0.46	9 0.82	0 0.00	10 0.79
		Stephanie Young	0 0.00	9 2.23	0 0.00	9 2.23
		Tyler Pearce	0 0.00	3 0.28	0 0.00	3 0.28
		Assigned to Individual Total	1 0.46	79 1.59	1 0.21	81 1.56
	Metro B Help Desk	Gary Graham	0 0.00	13 0.23	0 0.00	13 0.23
		Janet Hongsyvilay	0 0.00	14 0.36	0 0.00	14 0.36
		Val Shepherd	0 0.00	9 0.20	0 0.00	9 0.20

Environmental Quality

			High	Low	Medium	ATTR Total
Environmental Quality	Metro B Help Desk	**Assigned to Individual Total**	0 0.00	36 0.28	0 0.00	36 0.28
	Metro B Hosting	Randy Spainhower	0 0.00	1 0.67	0 0.00	1 0.67
		Assigned to Individual Total	0 0.00	1 0.67	0 0.00	1 0.67
	Salt Lake Data Center Operations	Robert Oliver	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Jed Johnson	0 0.00	1 1.45	0 0.00	1 1.45
		Sharon Smith	0 0.00	3 8.02	0 0.00	3 8.02
		Assigned to Individual Total	0 0.00	4 6.38	0 0.00	4 6.38
	Strategic Communications	Dennis Rogers	0 0.00	3 11.26	0 0.00	3 11.26
		Luis Larios	0 0.00	3 2.68	0 0.00	3 2.68
		Assigned to Individual Total	0 0.00	6 6.97	0 0.00	6 6.97
	Voice Operations	Gail Christiansen	0 0.00	2 0.88	0 0.00	2 0.88
		Romanza Hamblin Sorensen	0 0.00	5 0.94	0 0.00	5 0.94
		Assigned to Individual Total	0 0.00	7 0.92	0 0.00	7 0.92

Environmental Quality

			High	Low	Medium	ATTR Total
Environmental Quality	Voice/Data/WAN Services	Greg Blessing	0 0.00	3 2.32	0 0.00	3 2.32
		Assigned to Individual Total	0 0.00	3 2.32	0 0.00	3 2.32
	Assigned Group Total		1 0.46	154 1.45	1 0.21	156 1.43
Customer Company Total			1 0.46	154 1.45	1 0.21	156 1.43

Environmental Quality

Detail

Incident	Name	Type	Category	Item		Status	TIR/TTR Missed	Value
INC000000500079	Kevin Hart	PC/Laptop	Error	None			TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low		Closed	TTR Missed: Yes	28.86
INC000000504181	Judy Etherington	Application	Error	Microsoft Word			TIR Missed: No	0.10
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low		Closed	TTR Missed: No	0.15
INC000000505665	Michelle Weis	None	None	None			TIR Missed: No	0.77
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low		Closed	TTR Missed: No	0.77
INC000000506058	Michelle Weis	Application	None	None			TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low		Closed	TTR Missed: No	0.52
INC000000507189	Stacy Carroll	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.71
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low		Closed	TTR Missed: No	4.08
INC000000507264	Mark Hansen	None	None	None			TIR Missed: No	0.00
	Salt Lake Data Center Operations	Robert Oliver	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000507283	Michelle Weis	Application	Error	None			TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Closed	TTR Missed: No	2.45
INC000000507301	Molly Bringhurst	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000507347	Harry D Campbell	PC/Laptop	Hardware	None			TIR Missed: No	0.63
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Closed	TTR Missed: No	0.65
INC000000507528	Roy Vanos	None	None	Cisco AnyConnect VPN Client			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000507591	Jalynn Knudsen	PC/Laptop	Error	None			TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Closed	TTR Missed: No	0.55
INC000000507601	Edith Barker	None	None	None			TIR Missed: No	0.31
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Closed	TTR Missed: No	0.33
INC000000507966	Robert Bowen	Application	Password	State Payroll System			TIR Missed: No	0.37
	Metro B Help Desk	Gary Graham	Environmental Quality	Low		Closed	TTR Missed: No	0.46
INC000000508041	John Waldrip	Application	None	State Payroll Time Entry System			TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000508115	Bill Craig	Application	Error	Gmail			TIR Missed: No	0.27
	Application Services	Dustin Crump	Environmental Quality	Low		Closed	TTR Missed: No	0.42
INC000000508185	Phillip Goble	Application	Error	None			TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Closed	TTR Missed: No	0.00

Environmental Quality

INC	Requester	Type	Category	Item	TIR/TTR Missed	Team	Assignee	Group	Priority	Status		Time
INC000000508205	Michelle Weis	Application	None	Novell iPrint							TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality			Low	Closed				TTR Missed: No	0.00
INC000000508222	Bill Craig	Application	Error	Gmail							TIR Missed: No	0.00
	Help Desk	Dawn Wayment	Environmental Quality			Low	Closed				TTR Missed: No	0.00
INC000000508256	Ralph Bohn	None	None	Gmail							TIR Missed: No	0.14
	Metro B Desktop Support	Anthony Booyse	Environmental Quality			Low	Closed				TTR Missed: No	5.66
INC000000508320	Frances Bernards	Telecom	Voice Mail	Telephone							TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality			Low	Closed				TTR Missed: No	0.20
INC000000508342	Robin Kelly	PC/Laptop	Hardware	None							TIR Missed: No	0.37
	Metro B Desktop Support	Bill Crowther	Environmental Quality			Low	Closed				TTR Missed: No	1.55
INC000000508472	Faye Bell	Network	Password	Novell Client for 32-bit Windows							TIR Missed: No	0.14
	Metro B Desktop Support	Peter Musser	Environmental Quality			Low	Closed				TTR Missed: No	0.26
INC000000508516	Beverly Rasmussen	Application	Error	Adobe Reader							TIR Missed: No	0.29
	Metro B Desktop Support	Peter Musser	Environmental Quality			High	Closed				TTR Missed: No	0.46
INC000000508565	Karma Kehler	Print/Copy/Scan/Fax	Incident	None							TIR Missed: No	0.51
	Metro B Desktop Support	Peter Musser	Environmental Quality			Low	Closed				TTR Missed: No	0.72
INC000000508575	David Hansen	Application	Error	Utah Master Directory							TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality			Low	Closed				TTR Missed: No	0.00
INC000000508650	David Hansen	None	None	None							TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality			Low	Closed				TTR Missed: No	0.07
INC000000508979	Brad Maulding	None	None	None							TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality			Low	Closed				TTR Missed: No	0.16
INC000000509297	Harold Sandbeck	None	None	None							TIR Missed: No	0.06
	Strategic Communications	Dennis Rogers	Environmental Quality			Low	Closed				TTR Missed: No	0.72
INC000000509329	Jule Fausto	Network	Password	Novell Client for 32-bit Windows							TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality			Low	Closed				TTR Missed: No	0.00
INC000000509438	Gwyn Galloway	Application	Error	Microsoft Word							TIR Missed: No	0.60
	Metro B Desktop Support	Peter Musser	Environmental Quality			Low	Closed				TTR Missed: No	0.79
INC000000509759	Michael Yang	Telecom	CrossTalk/Noise/Static	Telephone							TIR Missed: No	0.32
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality			Low	Closed				TTR Missed: No	0.40
INC000000510095	Loren Morton	None	None	ZENworks for Desktops							TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality			Low	Closed				TTR Missed: No	1.57
INC000000510217	Jeri P Olsen	Print/Copy/Scan/Fax	Incident	None							TIR Missed: No	0.48
	Metro B Desktop Support	Tyler Pearce	Environmental Quality			Low	Closed				TTR Missed: No	0.48

Environmental Quality

INC000000510259	Jeri P Olsen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.91
INC000000510330	Jeri P Olsen	None	None	None		TIR Missed: No	0.73
	Strategic Communications	Dennis Rogers	Environmental Quality	Low	Closed	TTR Missed: Yes	12.29
INC000000510402	Deborah Ng	Application	Error	None		TIR Missed: Yes	1.09
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	1.09
INC000000510947	Huong Tran	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
	Voice Operations	Gail Christiansen	Environmental Quality	Low	Closed	TTR Missed: No	0.19
INC000000511152	Michael Yang	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.06
	Voice/Data/WAN Services	Greg Blessing	Environmental Quality	Low	Closed	TTR Missed: No	4.66
INC000000511286	Paul Krauth	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.92
INC000000511304	Rich Peterson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.14
INC000000511344	Brad Maulding	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.52
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	2.48
INC000000511578	Tom Daniels	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000511713	Trisha Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000511775	Susan Weisenberg	None	None	None		TIR Missed: No	0.26
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	2.85
INC000000511902	Michelle Weis	None	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	0.09
INC000000512050	Kathryn Dozier	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.55
INC000000512307	John Whitehead	Application	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.12
INC000000512415	Harold Sandbeck	EIS Hardware	None	None		TIR Missed: No	0.54
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: No	5.10
INC000000512440	Carlee Christoffersen	EIS Hardware	None	None		TIR Missed: No	0.34
	Strategic Communications	Dennis Rogers	Environmental Quality	Low	Closed	TTR Missed: Yes	20.78
INC000000512731	Laurie Leib	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Closed	TTR Missed: No	2.58

Environmental Quality

INC000000512808	Shaun Buttars	Application	None	None		TIR Missed: No		0.09
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No		0.38
INC000000512830	Monique Rodriguez	Application	Password	None		TIR Missed: No		0.10
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No		1.51
INC000000512898	Kim Shelley	Application	Error	PDF Complete		TIR Missed: No		0.09
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No		1.66
INC000000513331	Bill Craig	PC/Laptop	Performance	None		TIR Missed: No		0.08
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No		0.67
INC000000513586	Craig W Jones	PC/Laptop	Error	None		TIR Missed: No		0.38
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No		0.38
INC000000513591	Mike Givens	PC/Laptop	Error	None		TIR Missed: No		0.35
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No		0.35
INC000000513623	Rik Ombach	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No		0.00
INC000000514139	Dale Urban	Print/Copy/Scan/Fax	None	None		TIR Missed: No		0.18
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No		1.99
INC000000514152	David Snyder	Application	None	Novell GroupWise		TIR Missed: Yes		2.10
	Application Services	Martin Gonzalez	Environmental Quality	Low	Closed	TTR Missed: No		2.11
INC000000514169	David McCleary	Network	Incident	None		TIR Missed: No		0.10
	Security	Jed Johnson	Environmental Quality	Low	Closed	TTR Missed: No		1.45
INC000000514618	Trisha Johnson	Application	Password	Novell GroupWise		TIR Missed: No		0.89
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No		1.02
INC000000514639	Jalynn Knudsen	None	None	None		TIR Missed: No		0.74
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No		0.74
INC000000514810	Lisa Nelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No		0.00
INC000000514980	David Hansen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No		0.22
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No		0.28
INC000000515077	Michelle Horning	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No		0.00
INC000000515119	Calah Seese	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No		
INC000000515306	Marsha Case	None	None	None		TIR Missed: No		0.18
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No		0.89

Environmental Quality

INC000000515588	Chad Harris	Telecom	Call/Receive	Telephone		TIR Missed: No	0.16
	Voice/Data/WAN Services	Greg Blessing	Environmental Quality	Low	Closed	TTR Missed: No	1.51
INC000000515646	David Wheeler	Telecom	Dial Tone	Telephone		TIR Missed: No	0.15
	Voice/Data/WAN Services	Greg Blessing	Environmental Quality	Low	Closed	TTR Missed: No	0.79
INC000000515814	David Ariotti	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	4.48
INC000000515870	Linda Matulich	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000515875	Eileen Brennan	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	0.36
INC000000516499	Douglas Bacon	Application	None	Microsoft Windows XP Professio		TIR Missed: No	0.08
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.52
INC000000517000	Brock Lebaron	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.31
INC000000517018	Megan K Walsh	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.92
INC000000517143	Megan K Walsh	Application	None	Microsoft Office		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.50
INC000000517256	Megan K Walsh	Application	Reporting	Microsoft Office		TIR Missed: No	0.27
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	2.22
INC000000517430	Steven Onysko	Application	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.83
INC000000517560	John Waldrip	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Paul Lundell	Environmental Quality	Low	Closed	TTR Missed: No	0.56
INC000000517573	Jalynn Knudsen	Network	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	2.98
INC000000517596	Michelle Weis	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	1.03
INC000000517620	John Jenks	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.02
INC000000517695	Ralph Bohn	Network	Error	None		TIR Missed: No	0.21
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.21
INC000000518000	Sandy Pett	Network	Error	None		TIR Missed: No	0.00
	Security	Sharon Smith	Environmental Quality	Low	Resolved	TTR Missed: Yes	19.82

Environmental Quality

INC000000518069	Keith E Eagan	Network	Error	None			TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Closed		TTR Missed: No	0.02
INC000000518156	Jillian Woolley	Application	None	Novell GroupWise			TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Closed		TTR Missed: No	0.09
INC000000518475	Michelle Weis	Network	None	None			TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Closed		TTR Missed: No	0.11
INC000000518917	Debbie Oberndorfer	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality		Low	Closed		TTR Missed: No	0.00
INC000000519102	Kate Tipple	None	None	None			TIR Missed: No	0.29
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved		TTR Missed: No	0.30
INC000000519105	Michael Moss	Application	None	Novell GroupWise			TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Resolved		TTR Missed: No	0.06
INC000000519156	Brock Lebaron	Application	None	Novell GroupWise			TIR Missed: No	0.20
Metro B Desktop Support	Ken Bolkcom	Environmental Quality		Low	Resolved		TTR Missed: No	2.29
INC000000519197	Sonja Robinson	None	None	None			TIR Missed: No	0.05
Metro B Desktop Support	Ken Bolkcom	Environmental Quality		Low	Resolved		TTR Missed: No	1.05
INC000000519350	Bob Hart	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.07
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved		TTR Missed: No	1.56
INC000000519685	Candace Cady	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality		Low	Resolved		TTR Missed: No	0.00
INC000000519721	Michelle Weis	None	None	None			TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Environmental Quality		Low	Resolved		TTR Missed: No	0.00
INC000000520047	David Hansen	None	None	None			TIR Missed: No	0.00
Metro B Desktop Support	Ken Bolkcom	Environmental Quality		Low	Resolved		TTR Missed: No	1.77
INC000000520064	Mary Fugate	Application	Password	Microsoft Windows XP Professio			TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Resolved		TTR Missed: No	0.00
INC000000520103	Harold Sandbeck	None	None	None			TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved		TTR Missed: No	0.20
INC000000520115	Kim Viehweg	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.10
Metro B Desktop Support	Jay Locker	Environmental Quality		Medium	Resolved		TTR Missed: No	0.21
INC000000520118	John Chartier	Server	None	None			TIR Missed: No	0.00
Help Desk	Eileen Dubach	Environmental Quality		Low	Resolved		TTR Missed: No	0.00
INC000000520222	Kathryn Dozier	Telecom	Voice Mail	Telephone			TIR Missed: No	0.24
Voice Operations	Romanza Hamblin Sorensen	Environmental Quality		Low	Resolved		TTR Missed: No	0.89

Environmental Quality

INC000000520276	Nathan Hall	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000520282	Brock Lebaron	Application	None	Novell GroupWise	TIR Missed: No	0.16
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.42
INC000000520314	Harold Sandbeck	EIS Hardware	Printer	None	TIR Missed: No	0.29
Strategic Communications	Luis Larios	Environmental Quality	Low	Resolved	TTR Missed: No	1.63
INC000000520360	William Andes	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000520382	Jeri P Olsen	PC/Laptop	Hardware	None	TIR Missed: No	0.17
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.17
INC000000520406	Michelle Weis	Application	None	None	TIR Missed: No	0.12
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.75
INC000000520763	Robert Herbert	Application	Error	None	TIR Missed: No	0.34
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.42
INC000000520905	Michael Zucker	Application	Error	None	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000520981	Kate E Johnson	None	None	None	TIR Missed: No	0.00
Campus Networking	Charmaine Malan	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000521005	Michael Zucker	None	None	None	TIR Missed: No	0.21
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	2.58
INC000000521124	Jeanell Collings	Application	None	None	TIR Missed: No	0.52
Security	Sharon Smith	Environmental Quality	Low	Resolved	TTR Missed: No	4.03
INC000000521166	Scott T Anderson	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.03
INC000000521194	Bruce Hagans	Application	None	None	TIR Missed: No	0.26
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	4.60
INC000000521232	John Oakeson	Network	None	None	TIR Missed: No	0.51
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	5.39
INC000000521283	Michael Yang	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.02
INC000000521378	Ilene Staker	None	None	None	TIR Missed: No	0.08
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	4.89
INC000000521617	Camron Harry	None	None	Microsoft Access	TIR Missed: No	0.18
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.31

Environmental Quality

INC000000521689	Kate E Johnson	None	None	None		TIR Missed: No	0.21
Security		Sharon Smith	Environmental Quality	Low	Resolved	TTR Missed: No	0.21
INC000000521692	Jalynn Knudsen	None	None	None		TIR Missed: No	0.63
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.63
INC000000521842	Svetlana Kopytkovskiy	Network	Performance	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000521883	Thomas Ball	Network	Error	None		TIR Missed: No	0.06
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.06
INC000000521911	William E Moore	Application	Error	PDF Complete		TIR Missed: No	0.08
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.25
INC000000522044	Scott T Anderson	Application	Error	None		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	4.11
INC000000522318	Jeanell Collings	Telecom	None	Telephone		TIR Missed: No	0.25
Voice Operations		Gail Christiansen	Environmental Quality	Low	Resolved	TTR Missed: No	1.56
INC000000522390	Diane Hernandez	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.07
INC000000522459	Harold Sandbeck	None	None	None		TIR Missed: No	0.36
Metro B Desktop Support		Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.62
INC000000522504	Jennifer Yee	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
Metro B Desktop Support		Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	1.36
INC000000522567	Scott T Anderson	None	None	None		TIR Missed: No	0.04
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.05
INC000000522595	James Harris	Application	Reporting	Microsoft Access		TIR Missed: No	0.12
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.12
INC000000522717	Jeri P Olsen	Application	None	Adobe Acrobat		TIR Missed: No	0.12
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.35
INC000000522882	Wade Hansen	Application	None	Internet Explorer		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.04
INC000000522982	Don Verbica	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000523315	Svetlana Kopytkovskiy	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000523334	Ralph Bohn	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.04

Environmental Quality

INC000000523367	Jeanell Collings	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.06
Metro B Desktop Support	Stephanie Young	Environmental Quality		Low	Resolved	TTR Missed: No	0.88
INC000000523403	Philip Harrison	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000523413	Brock Lebaron	Application	None	Novell GroupWise		TIR Missed: No	0.09
Application Services	Paul Lundell	Environmental Quality		Low	Resolved	TTR Missed: No	0.49
INC000000523447	Michael Moss	None	None	None		TIR Missed: No	0.06
Metro B Desktop Support	Anthony Booyse	Environmental Quality		Low	Resolved	TTR Missed: No	3.96
INC000000523523	Mark Stanger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000523569	Ken Bousfield	Application	None	Novell GroupWise		TIR Missed: No	0.77
Metro B Help Desk	Gary Graham	Environmental Quality		Low	Resolved	TTR Missed: No	0.90
INC000000523675	Lenora Sullivan	Network	None	None		TIR Missed: No	0.31
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved	TTR Missed: No	3.89
INC000000523903	Barbara Perkins	Telecom	Voice Mail	Telephone		TIR Missed: No	0.33
Voice Operations	Romanza Hamblin Sorensen	Environmental Quality		Low	Resolved	TTR Missed: No	0.63
INC000000523917	Ken Bousfield	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000523948	Jeanell Collings	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
Metro B Desktop Support	Stephanie Young	Environmental Quality		Low	Resolved	TTR Missed: No	0.69
INC000000523999	Walter Baker	Application	None	None		TIR Missed: No	0.06
Metro B Desktop Support	Stephanie Young	Environmental Quality		Low	Resolved	TTR Missed: No	1.03
INC000000524156	Harold Sandbeck	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000524222	Harold Sandbeck	EIS Hardware	Printer	None		TIR Missed: No	0.00
Strategic Communications	Luis Larios	Environmental Quality		Low	Resolved	TTR Missed: No	1.30
INC000000524228	Randy Gordon	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000524408	Mark Berger	PC/Laptop	Performance	None		TIR Missed: No	0.33
Metro B Desktop Support	Stephanie Young	Environmental Quality		Low	Resolved	TTR Missed: No	0.64
INC000000524684	Ilene Staker	Application	None	None		TIR Missed: No	0.18
Metro B Desktop Support	Anthony Booyse	Environmental Quality		Low	Resolved	TTR Missed: No	0.29
INC000000524694	Randy Sargent	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Resolved	TTR Missed: No	0.00

Environmental Quality

INC000000525030	Leah Ann Lamb	Mobile Devices	Error	None			TIR Missed: No	0.30
	Application Services	Dustin Crump	Environmental Quality	Low	Resolved		TTR Missed: No	0.81
INC000000525220	Kathryn Dozier	None	None	None			TIR Missed: No	0.05
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved		TTR Missed: No	0.05
INC000000525626	Doug Wong	Application	Error	Adobe Acrobat			TIR Missed: No	0.13
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved		TTR Missed: No	0.22
INC000000525768	Shane Bekkemellom	Application	None	Microsoft Word			TIR Missed: No	0.67
	Metro B Hosting	Randy Spainhower	Environmental Quality	Low	Resolved		TTR Missed: No	0.67